

NOTICE

There is a job vacancy with the **BAY COUNTY INFORMATION SYSTEMS DIVISION**.

JOB TITLE: PC Technician

RATE OF PAY: \$17.45 per hour, entry, progressing to
\$20.79 per hour, after two years (TU09/2014)

In accordance with the Agreement between the County and Local 15157, United Steelworkers, qualified County employee applicants may first be considered.

GENERAL SUMMARY:

Support the operation, maintenance, and coordination of the County's information technology infrastructure. Performs Help Desk duties including: service-call logging, diagnostics and problem resolution, assist with daily backups, hardware software inventory tracking. This position reports directly to the Senior Technical Services Coordinator, both of whom are guided by the direction of the ISD Manager. The position requires excellent customer service, written and oral communications skills with the ability to resolve technical issues.

TYPICAL DUTIES:

1. Maintains and installs workstations, servers, printers, software, and related peripheral.
2. Knowledge of desktop software is highly desirable with specific applications with regards to Microsoft Office suite of products as well as WordPerfect.
3. Diagnose and resolve technical hardware and software issues.
4. Provide Help Desk Support.
5. Identify and escalate situations requiring urgent attention.
6. Maintain service call-logs for incident tracking.
7. Assist users in problem resolution.
8. First-rate customer service.
9. Maintain inventory of hardware assets, software licenses and computer supplies.
10. Ideal candidate will possess the following: A+ certified, MCP highly desirable, scripting language (Powershell, VBScript) and experience with MSI file creation/editing.
11. Ability to design and deliver training classes with regards to desktop software and other software applications utilized at Bay County.
12. Detailed knowledge of LAN equipment and other peripheral devices.
13. Experience imaging PCs.
14. Troubleshooting malware/virus infected workstations.
15. Performs troubleshooting and repair of PC, LAN systems, and related equipment.
16. Requires on-call availability.
17. Assist with web development, Facebook, Twitter, etc.
18. Detailed knowledge administrating Microsoft Active Directory.
19. All other duties as assigned.

The above statements are intended to describe the general nature of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

QUALIFICATIONS: Requirements: two to three years of full-time, progressively more responsible experience in hardware and software troubleshooting (including LANs) is required. Technical certifications and/or associate's degree with a concentration in computer science, data processing or related field is desired, but not required. Ability to perform duties listed under General Summary and Typical Duties. Applicants may be required to take written and/or other examinations.

PHYSICAL: This position involves sitting most of the time and/or being mobile or standing for brief periods of time. Additional requirements include the ability to move objects according to the following weight & frequency: Generally, 10 pounds of force up to 1/3 of the time. Must be able to provide valid operator's license.

Make application online at www.baycounty-mi.gov or in person/via US Mail directly at the Bay County Personnel Department, 515 Center Avenue, Bay City, MI 48708. Deadline to apply is **4:00 p.m. Monday, February 24, 2014.**

Bay County is an equal opportunity employer.

"Bay County does not discriminate on the basis of race, color, religion, national origin, sex, age, height, weight, marital status, physical or mental limitation, familial status, sexual orientation, or gender identity/expression."